

IT Professional Technical Services

SITE Program

T#:14ATM

Request for Offers (RFO)

For Technology Services

Issued By

DHS - Community Supports Administration

Project Title: MnCHOICES

Category: Quality Assurance

Background and Business Need

The Minnesota Department of Human Services (DHS), Community Supports Administration (CSA) seeks a Quality Assurance candidate with the skill set necessary to train, coordinate, and improve the overall performance of the MnCHOICES Quality Assurance Testing team.

MnCHOICES is a comprehensive assessment tool and protocol used to assess people who may have long term care needs. MnCHOICES was designed to replace existing paper tools for eligibility and assessments for programs administered by CSA, and the Continuing Care for Older Adults Administration within the Department of Human Services (DHS). MnCHOICES has been implemented statewide for assessments and eligibility since July 2014 and continues to be upgraded with necessary functionality and enhancements.

Currently, Lead Agencies (counties and tribes) use a paper system to create the subsequent support plans: the Consumer Support Plan (CSP) and a Coordinated Services and Support Plan (CSSP). The CSP and CSSP contain and identify the person's needs for services as well as the person's preferences for services that may be met by an array of persons and community services after the MnCHOICES assessment.

The business needs a single streamlined and consolidated process of assessing an individual, identifying their needs and determining what strengths and long-term care services and supports can meet those needs. In addition, they need to produce a plan that identifies the person's options and choices for long-term services and supports. This information needs to be printed and shared across several channels as well as sharing it with the individual for signature and sending applicable information to providers for use in service delivery planning.

In December 2013, the Rates Management System (RMS) launched a statewide rate-setting methodology. RMS established federal waiver requirements for home and community-based waiver services for individuals with disabilities. Necessary information from the assessment, the CSP and CSSP and the provider's rate form the completed support plan.

Currently, MnCHOICES and RMS exist as separate applications. The support plans are completed on paper.

MnCHOICES will deliver the first iteration of an electronic support planning tool that receives necessary data from the assessment, integrates RMS and automates the CSP and CSSP. Prior to releasing the electronic support plan, the MnCHOICES assessment tool will be moved to a new server to increase performance for users. This will require extensive end-to-end testing of both the application and the server to ensure a successful server move. This effort will require a strong leader and extensive coordination of the Quality Assurance Team.

We are building a Quality Assurance Team to support and assure the quality of the business initiatives and the technology changes. Practicing the Quality Assurance lifecycle will help to insure the work efforts pass internal and external audits (i.e., the project requirements have been met). This resource will lead the development of the QA team through mentoring and training of the QA team members in QA methodology and best practices. This resource will support the business initiatives through the development of test strategies, test plans, estimating practices, defect management as well as status reporting.

Project Deliverables and schedule

To be completed by end of January, 2016

- Develop and implement training plan, schedule and milestones for training QA Team members in QA Methodology and Best Practices.
- Draft defect management process for management approval.
- Coordinate and complete end-to-end MnCHOICES support plan application test plan and defect logging process.
- Coordinate and complete end-to-end MnCHOICES assessment application test plan and defect logging process.

To be completed by March 2016

- Analyze and recommend improvements in the documentation of business and technical requirements.
- Assure all documents written by QA resources are written using the QA Methodology and Best Practices adopted by MN.IT@DHS.
- Coordinate and conduct end-to-end testing of the assessment application and defect tracking.

To be completed by May 2016

- Develop and implement QA estimation methodology.
- Analyze and recommend improvements in the Defect Management process.
- Coordinate and conduct first round of end-to-end testing of the support plan application and defect tracking.

To be completed by November 2016

- Coordinate and complete final end-to-end testing, and defect testing of the support plan application.
- Update defect management process, training plan, best practice documents, and complete knowledge transfer to State employees in team leadership positions.

Project Environment. The project is staffed with:

- Seven MN.IT@DHS development staff, and contractors.
- Five MN.IT@DHS business analysts and contractors.
- Four MN.IT@DHS Quality Assurance Testers and contractors.

The project receives its technical direction from the Microsoft Applications Division, part of MN.IT@DHS. The support planning development is in a .net environment, coded in C#.

Automated quality assurance testing is not yet in place.

Project Requirements

- It is expected that the selected vendor will work onsite at DHS Central Office locations. DHS will provide appropriate work space.
- Project completion includes knowledge transfer to MN.IT@DHS staff so they can continue with the initiative after the contract is done.
- Quality assurance standards are set by a MN.IT@DHS QA Manager and Supervisors and will be implemented by the selected vendor.

Responsibilities Expected of the Selected Vendor

- Develop and implement training plan, schedule and milestones for training QA Team members in QA Methodology and Best Practices.
- Mentor and provide peer review analysis for less advanced Quality Assurance Analysts/Testers: collaborate with experienced Quality Assurance Analysts/Testers to gain experience and expertise.
- Create test plans, data, procedures and scripts that support business initiative deliverables.
- Analyze and recommend improvements in the documentation of business and technical requirements.
- Assure all documents written by QA resources are written using the QA Methodology and Best Practices adopted by MN.IT@DHS.
- Develop and implement QA estimation methodology.
- Analyze and recommend improvements in the Defect Management process.
- Analyze and define regression tests.
- Analyze and report overall test status and results.
- Identify and clarify test issues for reporting to Project Management and Business with recommendations for prioritization, escalation, and resolution.
- Conduct or lead risk analysis throughout the Software Development Life Cycle (SDLC).
- Create work and resource plans.
- Coordinate test schedules, work and resource plans, manage progress of all test activities against plan.
- Establish testing entrance and exit criteria.
- Confirm execution of project regression testing tasks.
- Execute manual and/or automated test scripts.
- Support the implementation of Release Management activities.

Required Skills (to be scored as pass/fail)

Required minimum qualifications:

- 15 Years Quality Assurance Experience
- 5 years in a Quality Assurance project and team leadership role
- At least five (5) Quality Assurance engagements lasting a minimum of 3 months.

Desired Skills

- 5 years experience developing test strategies, test plans, traceability matrices and final quality assurance reports.
- 5 years experience estimating QA work effort.
- 5 years experience defect management and resolution.
- 5 years experience mentoring/training QA testers in QA Methodology and Best Practices.

Process Schedule

Deadline for Questions December 22, 2015 2:00 PM CST
Anticipated Posted Response to Questions December 23, 2015
Proposals due December 29, 2015 2:00 PM CST
Anticipated proposal evaluation begins December 30, 2015
Anticipated proposal evaluation & decision January 5, 2016

Questions

Any questions regarding this Request for Offers should be submitted via e-mail according to the date and time listed in the process schedule to:

Name: Dixie Neilson
Organization: MN.IT@DHS
Email Address: Dixie.Neilson@state.mn.us

Questions and answers will be posted via an addendum to the RFO on the Office of MN.IT Services website (<http://mn.gov/buyit/14atm/rfo/active.html>) according to the process schedule above.

Other persons ARE NOT authorized to discuss this RFO or its requirements with anyone throughout the selection process and responders should not rely on information obtained from non-authorized individuals. If it is discovered a Responder contacted other State staff other than the individual above, the responder's proposal may be removed from further consideration.

The STATE reserves the right to determine if further information is needed to better understand the information presented. This may include a request for a presentation.

RFO Evaluation Process

- Experience 70%
- Cost 30%

This Request for Offers does not obligate the state to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The Organization reserves the right to reject any and all proposals.

Submission Format

The proposal should be assembled as follows:

1. Cover Page

Vendor Name
Vendor Address
Vendor City, State, Zip
Contact Name for Vendor
Contact's direct phone/cell phone (if applicable)
Contact's email
Resource Name being submitted and hourly rate

2. Overall Experience:

1. Provide a listing of "required skills" met from the list above, including companies and contacts where your resource has demonstrated the required skills as previously noted. If pass/fail requirements are not met, the State reserves the right to discontinue further scoring of the proposal.
2. Points will also be awarded based on the desired skills noted above. Provide a list of "desired skills" met which highlight the resource's desired skills noted above
3. Attach a résumé for proposed resource in addition to the narrative description. Be certain the résumé has dates of work and notes whether the resource was an employee or consultant.

4. Also include the name of ONE reference who can speak to the resource's work on a similar project. Include the company name and address, reference name, reference email, reference phone number and a brief description of the project this resource completed.
3. **Cost Proposal: Must be in a separate document and not listed in any other place in your submission.**
4. **Conflict of interest statement as it relates to this project**
5. **Required forms.** Responder must complete and submit the following forms in response to this RFO:
 1. Affirmative Action Certificate of Compliance (if over \$100,000, including extension options) <http://www.mmd.admin.state.mn.us/doc/affaction.doc>
 2. Equal Pay Certificate Form (if proposals exceeds \$500,000, including extension options) <http://www.mmd.admin.state.mn.us/doc/equalpaycertificate.doc>
 3. Affidavit of non-collusion <http://www.mmd.admin.state.mn.us/doc/noncollusion-2.doc>
 4. Certification Regarding Lobbying (if over \$100,000, including extension options) <http://www.mmd.admin.state.mn.us/doc/lobbying.doc>

Proposal Submission Instructions

- Response Information:
 - Dixie Neilson
 - Email only at Dixie.Neilson@state.mn.us
 - In the subject line state the RFO number and the Resource name
- **Vendors are limited to one (1) candidate for this RFO**
- Email submissions only
- Submissions are due according to the process schedule previously listed.
- **A copy of the response must also be sent to MNIT.SITE@state.mn.us for vendor performance tracking.**
- **You must submit an email with your response or email notification that you will not respond to MNIT.SITE@state.mn.us. Failure to do either of these tasks will count against your program activity and may result in removal from the program.**

General Requirements

Proposal Contents

By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of this work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

Liability

Indemnification

In the performance of this contract by Contractor, or Contractor's agents or employees, the contractor must indemnify, save, and hold harmless the State, its agents, and employees, from any claims or causes of action, including attorney's fees incurred by the state, to the extent caused by Contractor's:

- 1) Intentional, willful, or negligent acts or omissions; or
- 2) Actions that give rise to strict liability; or

3) Breach of contract or warranty.

The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the State's sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligation under this contract.

Disposition of Responses

All materials submitted in response to this RFO will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this RFO that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's award of a contract. In submitting a response to this RFO, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

Conflicts of Interest

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for offers. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organizational conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms "contract," "contractor," and "contracting officer" modified appropriately to preserve the State's rights.

IT Accessibility Standards

All documents and other work products delivered by the vendor must be accessible in order to conform with the State Accessibility Standard. Information about the Standard can be found at:

<http://mn.gov/mnit/programs/policies/accessibility/>.

Preference to Targeted Group and Economically Disadvantaged Business and Individuals

In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Materials Management Division prior to the solicitation opening date and time. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at mmdhelp.line@state.mn.us. For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

Veteran-Owned Preference

In accordance with Minn. Stat. § 16C.16, subd. 6a, (a) Except when mandated by the federal government as a condition of receiving federal funds, the commissioner shall award up to a six percent preference on state procurement to **certified small businesses** that are **majority-owned and operated by veterans**.

In accordance with Minn. Stat. § 16C.19 (d), a veteran-owned small business, the principal place of business of which is in Minnesota, is certified if it has been verified by the United States Department of Veterans Affairs as being either a veteran-owned small business or a service disabled veteran-owned small business, in accordance with Public Law 109-461 and Code of Federal Regulations, title 38, part 74.

To receive a preference the veteran-owned small business must meet the statutory requirements above by the solicitation opening date and time.

If you are claiming the veteran-owned preference, **attach documentation, sign and return the Veteran-Owned Preference Form with your response to the solicitation**. Only eligible veteran-owned small businesses that meet the statutory requirements and provide adequate documentation will be given the preference.

Foreign Outsourcing of Work Prohibited

All services under this contract shall be performed within the borders of the United States. All storage and processing of information shall be performed within the borders of the United States. This provision also applies to work performed by subcontractors at all tiers.

Work Force Certification

For all contracts estimated to be in excess of \$100,000, responders are required to complete the Affirmative Action Certificate of Compliance and return it with the response. As required by Minnesota Rules, part 5000.3600, "It is hereby agreed between the parties that Minnesota Statute § 363A.36 and Minnesota Rules, parts 5000.3400 - 5000.3600 are incorporated into any contract between these parties based upon this specification or any modification of it. A copy of Minnesota Statute § 363A.36 and Minnesota Rules, parts 5000.3400 - 5000.3600 are available upon request from the contracting agency."

Equal Pay Certification

If the Response to this solicitation could be in excess of \$500,000, the Responder must obtain an Equal Pay Certificate from the Minnesota Department of Human Rights (MDHR) or claim an exemption prior to contract execution. A responder is exempt if it has not employed more than 40 full-time employees on any single working day in one state during the previous 12 months. Please contact MDHR with questions

at: 651-539-1095 (metro), 1-800-657-3704 (toll free), 711 or 1-800-627-3529 (MN Relay) or at compliance.MDHR@state.mn.us.